

About the Survey Respondents

All customers responding to this survey were asked what type of agency or organization they represented and what functional area or areas they were in. This information is shown in Table 9.

Significant Findings (Table 9)

- Significantly fewer customers came from Executive Cabinet agencies this year (47%) than in 1999 (60%) or in 1998 (54%).
- Non-managers were significantly less likely to work within an Executive Cabinet agency this year (49%) than in 1999 (61%). Managers were significantly less likely to work within an Executive Cabinet agency this year (35%) than in 1998 (49%).
- Significantly fewer customers said they worked in Accounting/Audit in 2000 (39%) than in either 1999 or 1998 (50%, each year). Non-managers were significantly less likely to work in Accounting/Audit this year (37%) than in 1999 (48%) or 1998 (50%).
- Significantly more customers mentioned working with Budget this year (35%) than in 1999 (28%).

Observations

- Many more managers named their functional area as Director, Deputy or Executive Management this year (14%), than in years past (5% - 1999; 3% - 1998).

State government employees were asked how long they had been in a state position. The median for all these customers overall was 15.0 years – slightly more than in the two years previous (1998 – 12.0; 1999 – 13.0). Median length of employment for non-managers was 14.0 years and for managers, 16.0 years.

The customers who work for local jurisdictions were asked the population size of their local government. Reported populations ranged from 60 to 202,000 with a median population of 3,372 people. This median is nearly the same as the median calculated in the 1999 survey (3,443).

Table 9
Respondent Agency and Function

	<u>Weighted Total</u>			<u>Non-Managers</u>			<u>Managers</u>		
	1998 (407)	1999 (430)	2000 (407)	1998 (300)	1999 329)	2000 (305)	1998 (107)	1999 (101)	2000 (102)
<u>Agency/Organization</u>									
Executive Cabinet Agency	54%	60%	47%	54%	61%	49%	49%	48%	35%
Other State Agency	21	27	23	19	25	20	46	51	40
Municipality/County	23	12	18	25	13	20	1	1	0
Other	2	1	12	2	1	11	4	1	25
<u>Functional Area</u>									
Accounting/Audit	50%	50%	39%	50%	48%	37%	49%	67%	57%
Budget	33	28	35	31	25	32	53	61	57
Financial – general	7	6	10	7	1	10	8	1	10
Administrative – general	7	6	9	7	5	9	11	10	12
Planning, Community Development	8	8	8	9	8	9	0	0	0
All other	4	2	7	4	2	8	4	1	1
Contracts/Grants/Purchasing	4	5	5	4	6	5	4	5	3
Director/Deputy/Executive Management	2	2	4	2	2	3	3	5	14
Technical/Information Systems	4	3	3	3	3	4	16	2	0
Program – general	2	1	3	2	1	3	2	0	1
Training	0	0	3	0	0	3	0	0	0
Facilities/Property Management	1	2	2	1	2	1	0	4	8
Human Resources	1	2	2	1	2	2	1	3	1
Policy	1	1	1	1	0	1	2	1	0
Communications	0	0	0	0	0	1	0	0	0
Research	1	3	1	1	3	1	0	0	0
Judicial	*	*	1	*	0	1	2	1	0
Administrative Consultant	0	6	0	0	6	0	0	8	0
Independent Consultant	1	*	*	1	0	0	0	1	1

* Less than 0.5%.

Q13: What is your agency or organization?

Q14: Which type of functional area are you in? (Multiple responses allowed.)

Observations

- | | Weighted
Total | | | Non-Managers | | | Managers | | |
|---------------------------------|-------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| | 1998
(407) | 1999
(430) | 2000
(407) | 1998
(300) | 1999
(329) | 2000
(305) | 1998
(107) | 1999
(101) | 2000
(102) |
| <u>Frequency of OFM Contact</u> | | | | | | | | | |
| Daily | 18% | 22% | 16% | 17% | 21% | 16% | 23% | 24% | 18% |
| Weekly | 25 | 25 | 22 | 23 | 23 | 19 | 45 | 50 | 47 |
| Monthly | 20 | 22 | 25 | 20 | 22 | 25 | 20 | 20 | 24 |
| Quarterly | 16 | 15 | 15 | 17 | 16 | 16 | 8 | 4 | 8 |
| Bi-annually | 5 | 7 | 9 | 5 | 8 | 10 | 2 | 2 | 0 |
| Annually | 14 | 7 | 5 | 15 | 7 | 6 | 0 | 1 | 1 |
| Other | 2 | 2 | 5 | 3 | 2 | 6 | 2 | - | 3 |
| <u>Most Recent Contact</u> | | | | | | | | | |
| Past Week | 45% | 55% | 49% | 42% | 53% | 46% | 80% | 78% | 78% |
| Past month | 20 | 21 | 27 | 21 | 21 | 28 | 9 | 19 | 18 |
| Past 2-3 months | 18 | 16 | 14 | 19 | 17 | 15 | 9 | 2 | 5 |
| Past 4-6 months | 13 | 3 | 7 | 14 | 3 | 7 | 2 | 1 | 0 |
| Over 6 months ago | 4 | 4 | 3 | 4 | 5 | 3 | 0 | 0 | 0 |
- Q15: How often do you have contact with OFM? (Include requesting information from OFM, providing information to OFM, using OFM publications or using OFM computerized financial systems.)
- Q16: When was your most recent contact with OFM?